

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 2, 2015/2016

### BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT

( All sections / Groups )

11 MARCH 2016  
3.00 pm – 5.00 pm  
(2 Hours)

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#### INSTRUCTIONS TO STUDENT

1. This Question paper consists of 3 pages with 5 Questions only.
2. Attempt **FOUR** out of **FIVE** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the **Answer Booklet** provided.

Attempt **FOUR** out of **FIVE** questions.

**QUESTION 1**

- a) What are **THREE (3)** benefits that companies hope to achieve from the implementation of SAP ERP system?  
(10 marks)
- b) List the various costs associated with the implementation of an ERP system for a large company and for a midsize company.  
(5 marks)
- c) Discuss **FOUR (4)** reasons why companies face many problems during the implementation of ERP systems.  
(10 marks)
- (Total: 25 marks)

**QUESTION 2**

- a)
- i. Differentiate between a *business function* and a *business process*.  
(4 marks)
  - ii. Why should managers organize teams according to business processes instead of functional departments?  
(4 marks)
  - iii. Discuss the benefits from this new method of organization.  
(4 marks)
- b) Assume you are running an Internet company that sells tickets to music concerts. Describe all the flows of information between Marketing & Sales and Accounting & Finance.  
(6 marks)
- c) Describe the Y2K issue. Discuss how this problem motivated many companies to move to ERP systems in the late 1990s.  
(7 marks)
- (Total: 25 marks)

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**QUESTION 3**

- a) What are the **THREE (3)** principles that production planners follow?  
(6 marks)
- b) Describe **THREE (3)** measurements of success with supply chain management.  
(9 marks)
- c) Discuss **TWO (2)** communication problems which are commonly related to the production process.  
(10 marks)

**QUESTION 4**

(Total: 25 marks)

- a) Fitter Snacker is a company that manufactures and sells nutritious snack bars. Figure 1 shows the sales process of Fitter Snacker. Based on Figure 1, describe **FOUR (4)** possible problems with the Fitter Snacker sales orders and quotations.  
(8 marks)

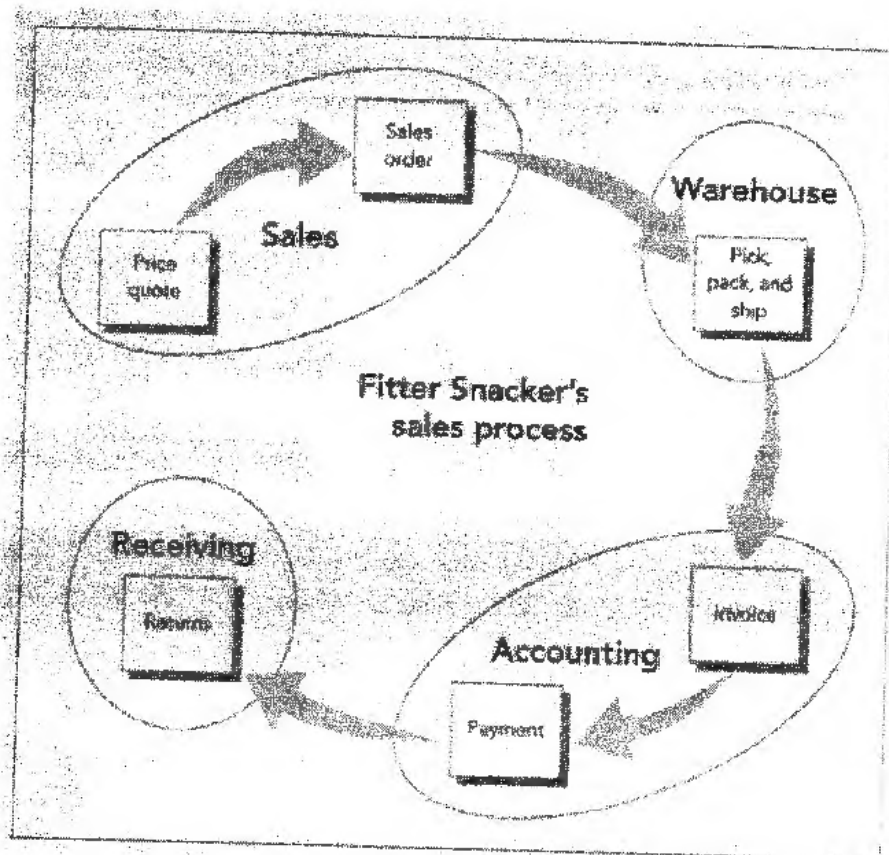


Figure 1: The Sales Process at Fitter Snacker

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- b) Explain how activity based costing would be implemented using an ERP system. In doing that, explain the advantages of using ERP with activity based costing.

(15 marks)

- c) In a company that has an ERP system, the accountants talk in terms of "data flows" between modules. Why are the accountants not accurate, and what is a better term for them to use?

(2 marks)

(Total: 25 marks)

### **QUESTION 5**

- a) Explain how SAP ERP built-in management reporting and analysis tools are an advantage to an organization.

(15 marks)

- b) Outline FIVE (5) responsibilities of a HR department personnel.

(10 marks)

(Total: 25 marks)

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